

FIG. 1

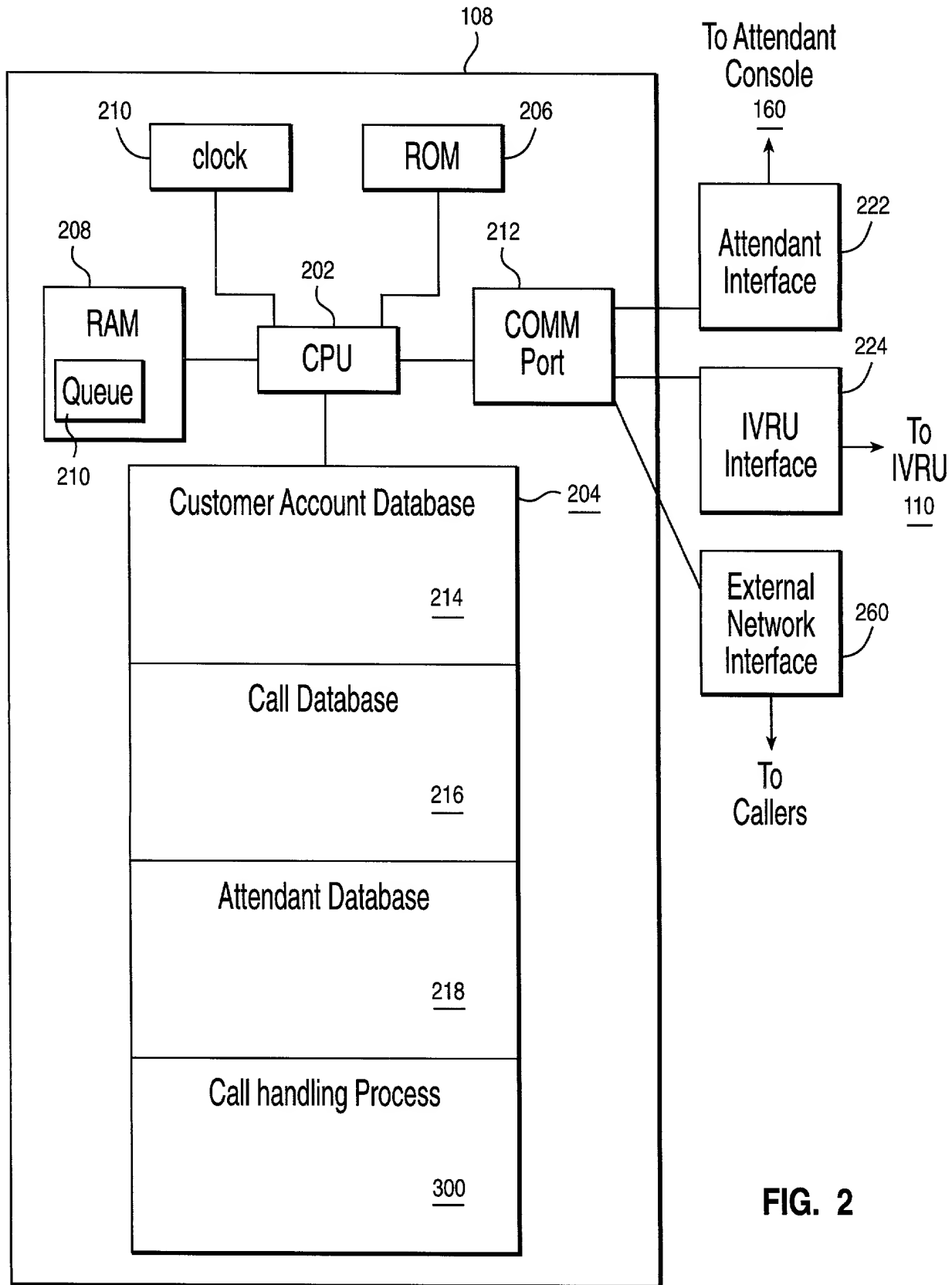


FIG. 2

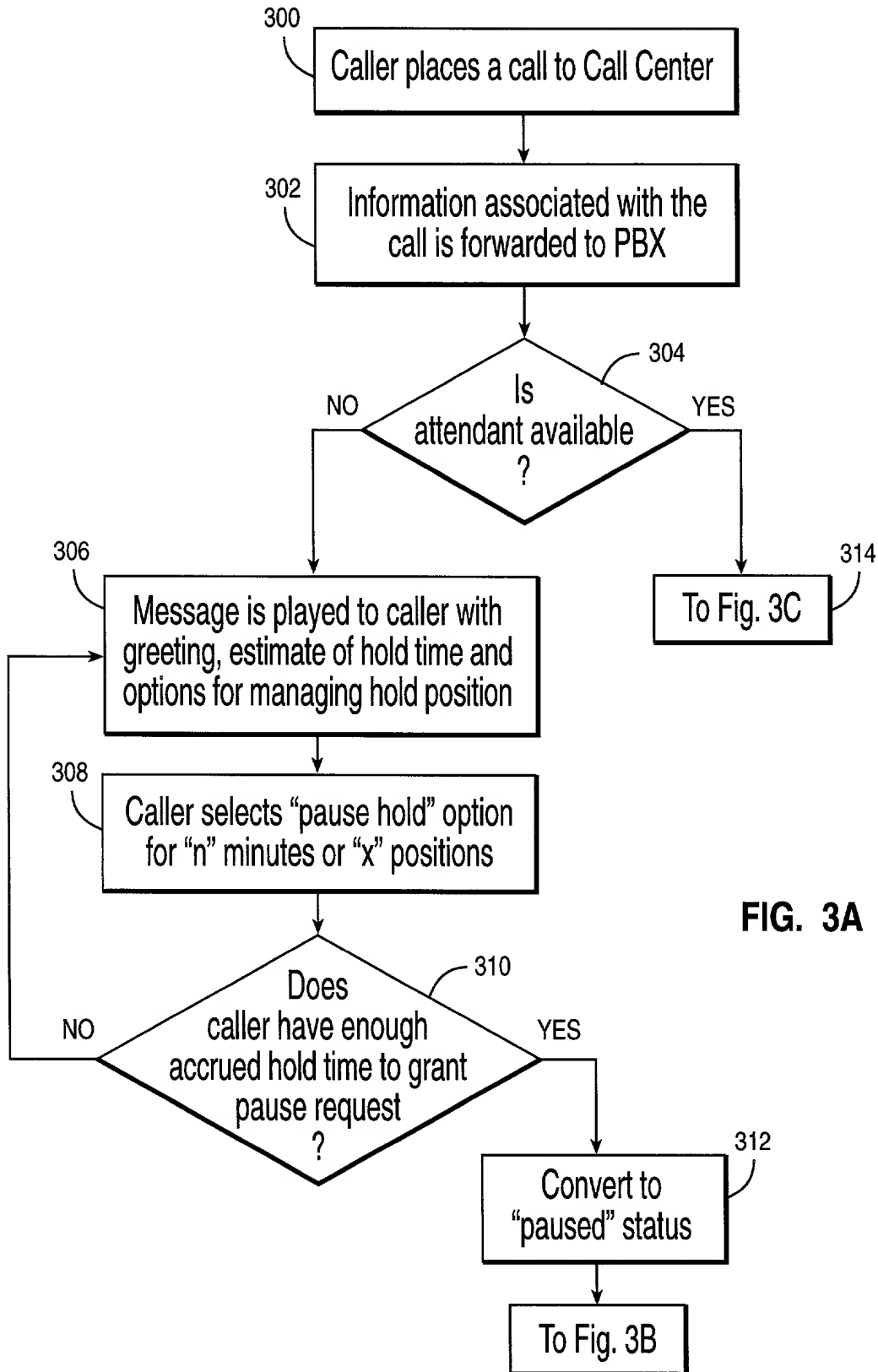


FIG. 3A

FIG. 3B

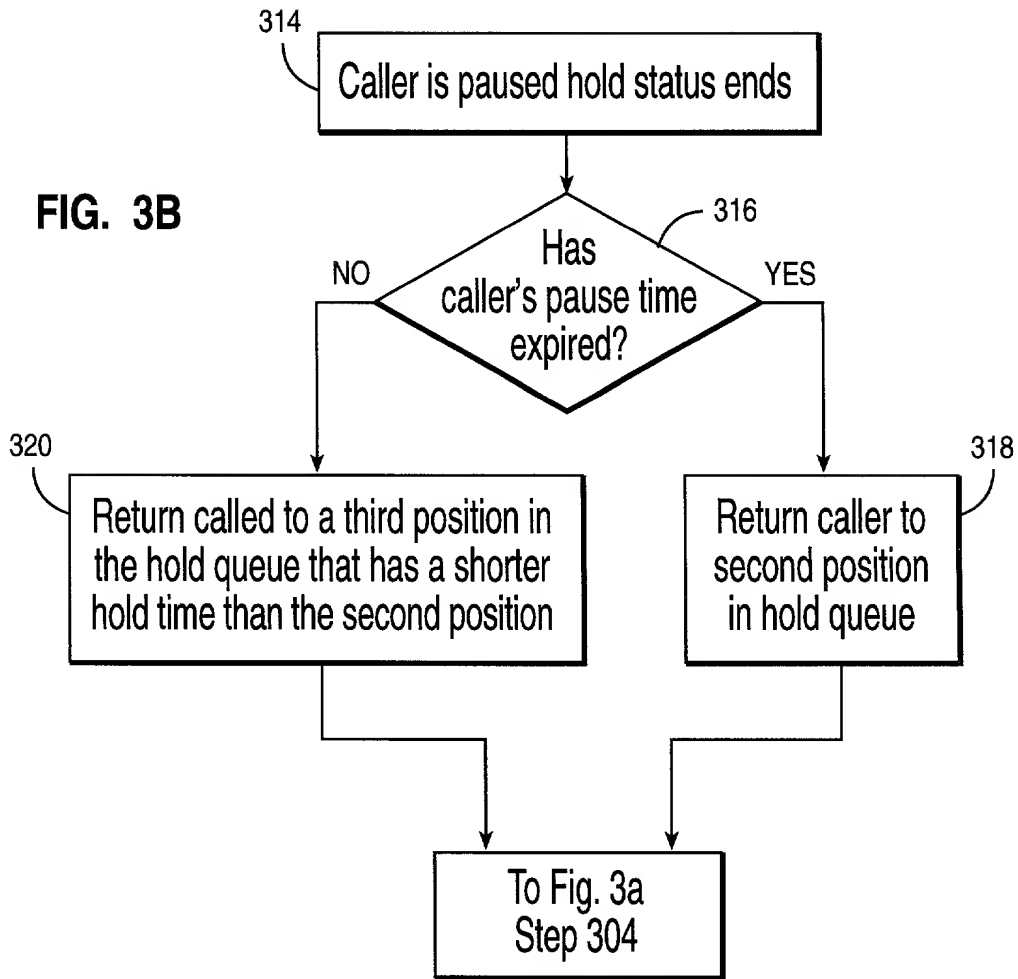
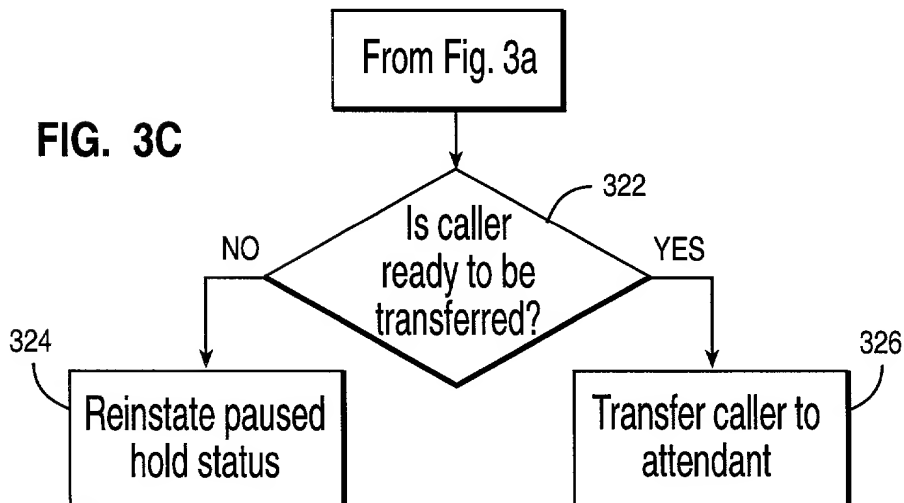


FIG. 3C



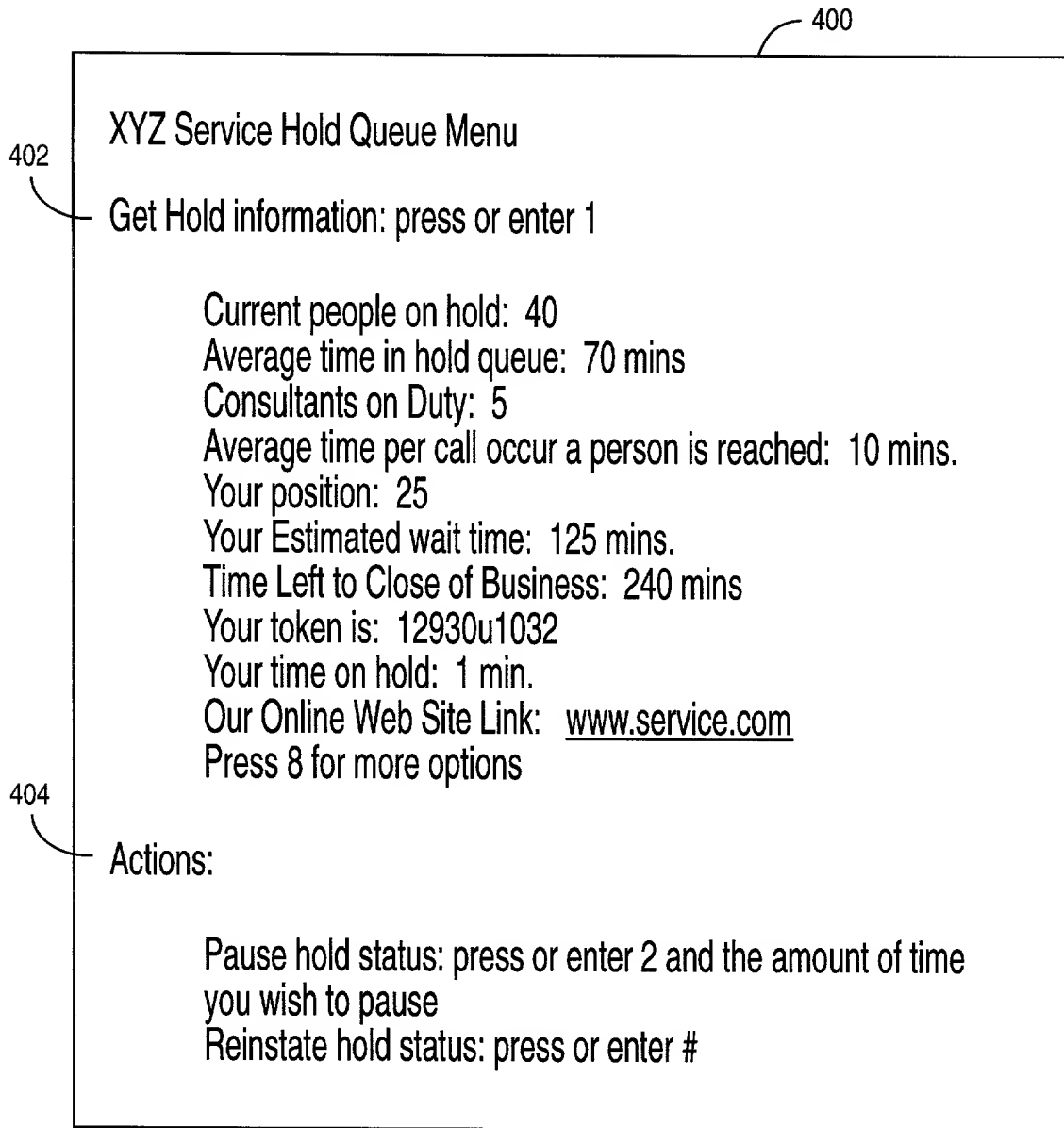


FIG. 4

500

Call Ctr XYZ			
Queue Position	Time on w/Attendant	Estimated Hold Time	Attendant Subj.
*	60	10	A
*	90	15	X
*	72	18	Y
1	0	10	-
2	0	15	-
•	•	•	•
•	•	•	•
•	•	•	•
25	0	75	-

502

Pause

FIG. 5